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Universal Orlando Resort™ Team Member Newsletter
July 10 - 23, 2017

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TSAT 2017

It's More Than Just a Survey.

Help Us Build a Better Universe!

Online or Paper • Confidential • English or Spanish

TSAT is a critical component of our company culture. Your feedback makes it possible for us to improve satisfaction *all year long.*

Check out page 6 for this year's TSAT updates!

PRODUCED BY UNIVERSAL ORLANDO® RESORT TEAM MEMBER COMMUNICATIONS

What's New

CORPORATE NEWS

Comcast NBCUniversal Receives 2017 Secretary of Defense 'Freedom Award'

Through the years, Universal Orlando Resort™ has been honored a number of times with the Florida State Employer Support of the Guard & Reserve (ESGR) Award. It is equally exciting to see our parent company acknowledged with the highest of all the ESGR honors from the Department of Defense with the Employer Support Freedom Award.

Below is some of what Carol Eggert, Senior Vice President, Military and Veteran Affairs Comcast Corporation shared in a release following the award:

"U.S. Secretary of Defense James Mattis announced that Comcast NBCUniversal was among the 15 recipients of the 2017 Secretary of Defense Employer Support of the Guard and Reserve (ESGR) "Freedom Award," the highest honor the Department of Defense awards to employers for support of their National Guard and Reserve employees.

Receiving this recognition is humbling for us because it is truly a grassroots-level award. Nominations of employers can only be made by Guard and Reserve employees or a family member acting on their behalf, and in 2017, Comcast NBCUniversal received more than 30 such nominations.

We are proud to offer an unmatched suite of benefits in order to make sure this environment exists across the company, including annual paid time off for military training for Guard and Reserve employees, along with a pay differential and continued benefits when they are called to full time military service for extended training or deployments. Our Military Concierge service makes it easy for our employees, managers, and military families to balance their civilian and military commitments."

COMCAST NBCUNIVERSAL

UNIVERSAL ORLANDO™
HALLOWEEN HORROR NIGHTS™
SELECT NIGHTS • SEPT 15 – NOV 4

Guests Invited to "Sacrifice Their Souls"

Universal Orlando has launched a new campaign for this year's Halloween Horror Nights! Guests have a limited-time opportunity to "sacrifice their soul" by signing up for email alerts. Not only will these guests be the first to receive latest event news and special offers – they will become members of the Elite Soul Collectors.

Soul Collector Rewards:

- Guests may receive an item identifying you as a member of the Elite Legion.
- They will have an opportunity to be a part of the Soul Collector Social Media Meet-Up.
- Their soul will be weighed and evaluated in consideration for additional rewards leading up to and throughout the event.

Guests can visit **www.HalloweenHorrorNights.com/Orlando** to surrender their souls before the clock hits zero and reap the benefits of becoming an Elite Soul Collector.

Please note: Team Members and their direct family members may not be eligible for all elements or rewards of the 'Soul Collector' campaign.

Card Access Lot Moving to TeamPark

As part of the construction project for B-2, our new building in front of Wardrobe, we have moved the card access lot in the main Team Member parking (Lot 5) to Lot 4, which is located on Level 3 of the TeamPark parking structure.

Effective today (Monday, July 10), Lot 5 has closed as a Team Member parking location. Team Members who currently use Lot 5 are now accommodated in card access Lot 4.

Lot 4 card access includes rows 300-304; rows 305-309 will remain general Team Member parking spaces. The current Lot 5 space will be used as a staging and laydown area for B-2 construction, and will provide contained parking for contractors working on the project.

As a reminder, Team Members can freely flow into TeamPark until levels 2 and 3 are full (usually around lunchtime), at which point incoming afternoon shifts are directed to Level 4 to save Team Members time hunting for a space. This process improves efficiency and safety for both pedestrians and drivers, with more than 500 open spaces that are visible and easy to find. When spaces become available in Levels 2 and 3 later in the early evening, Security will reopen those levels for general Team Member parking.

Thank you for your patience and flexibility during this exciting time in our resort's history and growth!

Next Velvet Sessions: The Verve Pipe

The award winning "Velvet Sessions" is a rock & roll cocktail party held in the hotel's Velvet Bar and Lobby Lounge where we showcase a different type of specialty cocktail along with fabulous finger foods and great live music from legendary bands. Come see **The Verve Pipe** performing hits including "The Freshman", "Photograph", "Villains'", and many more

Check for pricing and purchase tickets online at **www.velvetsessions.com** or by checking with the concierge at the Hard Rock Hotel.

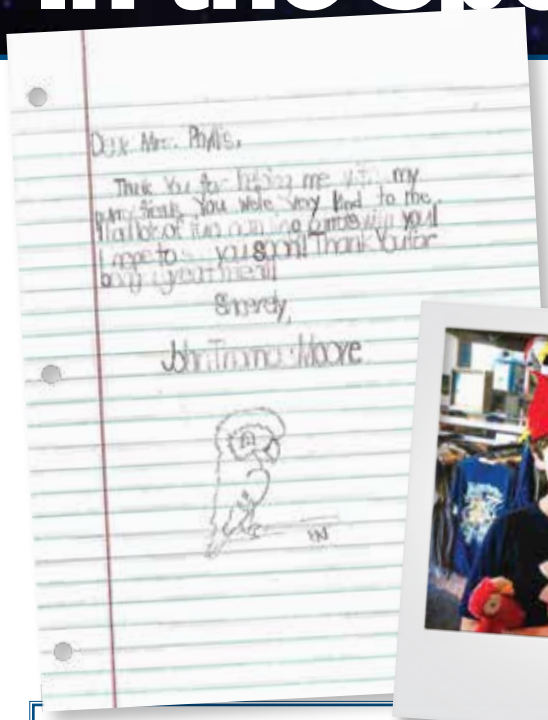
UO Team Member DISCOUNT
$15 | Visit velvetsessions.tix.com Code: **UOTM15**

FRIDAY, JULY 28 - 6:30PM

Velvet Sessions is a 21 and older event.

In the Spotlight

Family Shares Gratitude for Margaritaville Team Member's Patience and Kindness



Recently, **Phyllis Pipkin**, Margaritaville Merchandise Sales Clerk, had an opportunity to create a very special memory for a young guest. The family was extremely grateful for the time Phyllis spent with their son, John Thomas. "Guest service is my passion," says Phyllis. "I love helping people and I love seeing people happy. With John Thomas, you could just see the happiness on his face." The family visited Phyllis several times during their stay. Each time she helped John Thomas pick out a parrot to take home and they even named it together!

Phyllis received a thank-you letter from the family and a special note from John Thomas. Her passion for delivering service excellence is an example of how every interaction we share with our guests can make a positive impact - it's ***The Universal Way!***

Dear Ms. Phyllis,

We just wanted to send you a little thank-you note for your patience and kindness while we visited the Margaritaville store during our visit. As you probably would tell, our son J.T. is Autisitc, which makes life challenging and difficult at times (often with others making odd faces and passing judgement), but your actions touched my wife and I so, that we wanted to express our sincerest THANK YOU for being so accepting and understanding of our son's "differences."

You could also probably tell that we are huge "Jimmy B" fans and it's probably my son and I's favorite music and we will certainly be back next year and hope to see you there again on our next trip to Florida. Until then, please find enclosed a copy of the picture we got with you and J.T., also with a thank-you note from him. Thank you again, your kindness touched us deeply. May God bless you and your family and see you next year!

Yours truly,

The Moore Family

The Margaritaville team came together to send a special reply message to J.T. and a new parrot friend to add to his flock!

Support Local Students In Need July 17 - 28

Imagine a child starting school without crayons, pencils, or a notebook. The beginning of the 2017-18 school year is right around the corner and children in Central Florida are in desperate need of back-to-school items. As you're shopping for school supplies for your family, or if you just want to help someone less fortunate, please consider adding one more notebook or one more set of crayons for kids in need. Donated items will benefit A Gift for Teaching and qualified UO Team Members. **Contact Community Relations at 407-224-6783 for more information.**

ITEMS NEEDED:

Backpacks · Crayons & Pencils · Spiral Notebooks
Notebook Paper Color Pencils · Markers

DROP BOX LOCATIONS

Wardrobe, B-110, B-20, B-114, B-32, B-22A, Commodity Circle, CityWalk Admin, CityWalk Wardrobe (NPS), The Promenade, Exchange Drive, Lakewood Plaza, Volcano Bay Admin

School Supplies for UO Team Members

You and/or your dependents may be eligible to receive school supplies (grades 12 or below). To be eligible, Team Members must have an active employment status for a 90-day period prior to submitting their application and be one of the following:

- Regular or Casual in status
- Regular or Casual on a company-approved leave of absence and meet additional criteria outlined in application

Applications are available at Team Member Services and must be turned in by **Friday, July 28.** Every effort will be made to fill requests in their entirety, but the program is strictly dependent upon volunteer participation so no guarantees can be made.

RECENT UPDATES

Coming Soon! New Online Internal Application System

The current Online Internal Application System is set to transition to a new platform, providing enhanced functionality for Team Members. Some of the new benefits include:

- use job history from your LinkedIn or other social media profiles to create your system profile
- view your application status updates as the application flows through the recruitment process

Stay tuned to ***UO News*** and **UOTeam.com** for more on this exciting new tool - coming soon!

Excellence In Leadership Award Correction

In our previous issue, we did not include one of our 1st Quarter 2017 Excellence in Leadership Award winners, **James Murphey.**

James received the award while working in Technical Services and has recently moved to Universal Creative. We regret the omission and congratulate James on his Excellence in Leadership recognition.

James Murphey
Technical Services

Know Someone Who Deserves to be Nominated for the Excellence in Leadership Award?

To nominate a candidate, pick up a nomination form from Team Member Services or from your Human Resources Manager. Be sure to return your completed nomination form to your Human Resources Manager by July 28 to have your candidate considered for next quarter's awards.

Around Our Universe

KEEP IT SHARP!

Are You Looking the Part While On Stage!

Remember, Every Guest Area is Your Work Location. It is important to remember that part of delivering world-class service to our guests means consistently presenting ourselves and our resort in the most professional manner possible. This means always adhering to our appearance guidelines and making sure our entire resort is show ready.

Whether you go home through Gate 2, via the CityWalk parking structure, or anywhere else, as long as our resort is open to guests, Team Members must stay in Wardrobe compliance in areas that guests can enter or even view.

It may be tempting to remove your name badge, un-tuck your shirt, or use your cell phone to call someone after your shift ends, but guests have no idea that you have just clocked out, doing either can disrupt their experience. It only takes a few minutes to get to a backstage area, and our guests are worth the wait!

Join the Women's Network for a Special Session on Communication

Join the Women's Network for the second installment in a three-part series, the Power Persona Trifecta. Learn from a panel of female leaders from across our diverse universe that will highlight lessons learned and the power of impactful messaging. This session focuses on how to reinforce effective communication cues as a well-spoken woman, project strategic messages to engage an audience, and elicit a positive response. To register, visit **UOTeam.com/diversity**.

Women's Network

The Power Persona Trifecta: Synchronized Message
Thursday, July 13
CityWalk's Rising Star
12:00pm - 1:00pm

Sign Language Services available upon request via registration system and are subject to availability.

A SUMMER SHOWDOWN Update

THE UNIVERSAL WAY™&©

The Universal Way Summer Showdown is underway and the competition is heating up! Teams are competing to see which areas can sustain or improve GSERVE scores, who delivers the most positive vs. negative guest interactions, and which teams will receive "MVP" awards based on GSAT comments.

In addition to USF/IOA/CityWalk and Back-of-House areas competing, Volcano Bay has just kicked off their Summer Showdown with similar criteria. At the end of the summer, a winning team from USF/IOA/CityWalk, Back-of-House, and Volcano Bay will get to attend a team party in September at Volcano Bay!

PLUS, Team Members are already winning great "Going Out of Your Way" individual prizes by enhancing the guest or fellow Team Member experience. Check out some of the most recent winners below – from TVs to iPads, these Team Members won big! New winners are selected every week and the prizes just keep getting bigger!

Phil Tomaszewski
Security
40" Smart TV

You Went Out Of Your Way By:
"engaging and welcoming every Team Member that came through the gate!"

Kyle Ross
Food & Beverage
iPad Mini

You Went Out Of Your Way By:
"proactively engaging with guests, providing personalized engagement by walking over to guests sitting down and advising them that their food was ready."

Jean Carlos Romano Perez
Food & Beverage
40" Smart TV

You Went Out Of Your Way By:
"asking a kid dressed like Optimus Prime for an autograph - made the kid very happy and special!"

Kathryn Comstock
Merchandise
iPad Mini

You Went Out Of Your Way By:
"walking to Health Services to personally get a guest a wheelchair."

Marquis La Rue
Blue Man Group
$100 Amex card

You Went Out Of Your Way By:
"helping a guest find better seats for their child who forgot his glasses and couldn't see."

Will you be the next big winner?
Get spotted **"going out of your way"** and drop your card at Wardrobe, CityWalk Admin, B-114, or Volcano Bay Team Member Grill (Wahi Kai) for your chance to win!

Don't Miss the Summer Fun Fest at IOAsis - Your Place to Eat, Relax & Win!

You're invited to relax, unwind, and enjoy some fun this summer at the IOAsis Team Member Grill. The IOAsis team has put together weekly contests and has introduced a new game corner with some of your favorite, classic board games.

"We want to provide Team Members visiting the IOAsis a fun, relaxing environment," says Cheryl Manley, Assistant Manager. "The Summer Fun Fest is an opportunity for us to say thank you to our Team Members for stopping by. We know how hard they work and we want the IOAsis to be their oasis away from the summer heat."

Team Members have been teaming up to take on some of the new board games and are winning cool prizes with each weekly contest. Last week, Team Members that found a "meteor" won a free dessert. Up next, is a "chair check," find a ticket under your chair and win a prize!

Check out the board at the entrance for each week's featured contest and challenge your fellow Team Members to some fun games at the IOAsis all summer long!

Perks & Play

UOTMS PRESENTS
CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

It's a Cinematic Summer!

"A Cinematic Summer " is underway with movie fun all summer long! Don't miss the 'Now Showing' events and don't forget:

Your Ticket To Fun - Collect Stamps at Events for a Chance to Win Big!

Be sure to pick up your Cinematic Summer movie ticket at any event, then collect stamps at each event, Party Patrol, UOTMS activity, and more this summer. Collect at least 4 stamps and turn in your card at the end of the summer for your chance to win some awesome prizes.

UOTM Favorites - Cast Your Vote Today!

We want to know your favorites - from attractions to restaurants, and more, tell us what you love at UO! Vote today at **UOTeam.com/perksandplay.** Voting will stay open all summer long, with a big reveal of the winners at Awards Night - because no cinematic season would be complete without an award show - stay tuned for details!

NOW SHOWING

Don't miss the action-packed lineup of events across the resort - each with a unique movie genre theme. Plus, avoid the lines and enjoy Team Member-only ride opportunities!

A Cinematic Summer Event: Sci-Fi
Wednesday, July 12 / 2:30pm – 4:00pm / Soundstage 33
Journey through time with UOTMS and meet and greet with one of our favorite time-traveling characters, Doc Brown.

Ride the Movies: E.T. Adventure
Thursday, July 13 / 6:30am - 7:30am
Our cinematic adventure continues with your chance to ride E.T. Adventure before park hours.

Activity: Sleuths Mystery Dinner Show
Thursday, July 20 / 6:00pm
Cost: $35/person - 1 guest welcome
Join us for a comedy mystery show where you become the detective and solve the crime! The cost includes dinner, beverages, and a comedy mystery show. Registration and payment required in advance. Sign up in the Team Member Services Room in B-111.

Ride the Movies: MEN IN BLACK™ Alien Attack™
Thursday, July 25 / 11:00pm - Midnight
Celebrate Sci-Fi with exclusive access to MEN IN BLACK™ Alien Attack™ after park hours.

A Cinematic Summer Event: Fantasy
Tuesday, August 8 / 4:00pm – 5:30pm / Soundstage 33
Explore an age of knights and mystical dragons in this unique cinematic universe. Stop by and indulge in some medieval food and drink just like kings and queens of old.

Reminder: Team Members Can Win a Day in Paradise Through July 24

Through July 24, ten Team Members per day will have the opportunity to win tickets to Universal's Volcano Bay for themselves and up to three family members! Winners will receive 1-Day Volcano Bay tickets valid Monday through Thursday from today through July 31. All Team Members can enter the contest daily through Monday, July 24.

To register to win, visit **UOTeam.com** and select the **"Party Patrol Pop-Up!"** link and fill out your details. If you are a winner, UOTMS will contact you directly with additional instructions.

UNIVERSAL'S VOLCANO BAY WATER THEME PARK

Good luck!

Limit one entry per day per eligible Team Member. Entries will be randomized and duplicate entries will be deleted. Team Members will be verified for eligibility. Please note: this opportunity is only open to UO Team Members and does not include third party team members, concessionaires, or vendors.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Alana Henderson** from Operations and **Cheyne Henderson** from Merchandise - the couple celebrated their 1st wedding anniversary on June 26.
- Congratulations to **Desiree Perez-Montes** from Entertainment and Alfredo Montes on the birth of their daughter Angelina Montes.
- Congratulations to **Glorylee Santiago** from Marketing & Sales and **Levonne Ortiz** from Merchandise - the couple wed on June 12.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Bromeliad Plant Sale Returns July 14

The Greenery Production truck pulls up to the Gate 2 Parking Lot at **7:00am** – a new time! They'll wrap up when all products are sold. Get there early! Credit cards are accepted.

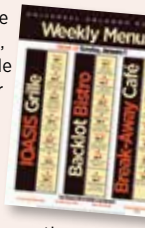
Team Member Bromeliad Sale
7:00am / Gate 2 Parking lot

Emergency Information Hotline Magnets Available

When bad weather hits, be sure to call the Universal Orlando Team Member Emergency Information Hotline at 407-22-HOTLINE or toll-free at 855-879-7113. The Hotline will include the latest information regarding operating hours and shift schedules.

Need help remembering the hotline? Team Members may pick up a free refrigerator magnet featuring the phone number from Team Member Services in B-111. Pick yours up today!

Reminder: Grill Menus are Online at UOTeam.com



To help ensure accurate and timely information, grill menus are available on **UOTeam.com** under **References.** Menus are updated on a weekly basis and can be accessed from anywhere there's an Internet connection, any time.

TSAT2017

It's More Than Just a Survey.

Help Us Build a Better Universe!

What is the TSAT Survey?

To support Universal Orlando's Mission of providing an environment where our Team Members are proud to work, each year we conduct the Team Member Satisfaction (TSAT) Survey and take actions based on the survey to improve satisfaction. The survey helps us:

- **understand what "drives" Team Member satisfaction and commitment**
- **improve communication and learn from our Team Members' valuable opinions and great ideas**
- **develop action plans for continuous improvement at Universal Orlando**

The 2017 TSAT Survey Starts *Online* July 24 and In-Person July 26!

Check Out Page 11 of This Issue for Details and Instructions for Taking the Survey This Year

IN FOCUS: Cooperation Across Departments

"Cooperation across departments" was identified as a key business lever and has been our company-wide focus for Team Member Satisfaction (TSAT) in 2017. With so many exciting events happening across our parks this year, working together cooperatively to achieve our common goals will be critical to our success. This means taking time out to collaborate with and involve other departments and divisions in planning and executing our big priorities this year.

Roundtables were facilitated by the TSAT Advocacy Group (TAG) and Organizational Development to share cooperation best pratices and strategies for success from past experiences cooperating across departments. In addition, teams across UO concentrated on cooperation, here's just a few examples:

- Park & Resort Operations hosted roundtables
- Third Shift Team Members came together for a "meet and greet" to learn more about each others' departments
- Kidzone and Springfield came together for a fun "get to know you" lunch
- and so much more!

Recognizing Cooperation Across Departments

An all-new way to SAY It! was launched to recognize someone for "Cooperating Across Departments." Special blue SAY It cards were introduced and a dropdown was added to the online SAY It system to provide Team Members a way to specifically highlight cooperation. A special prize drawing will be held in August during the TSAT Survey for 20 $150 gift cards!

Our universe is rapidly expanding and you are helping shape our future. The results of the TSAT Survey continue to drive continuous improvements and positive change company-wide. Here's some highlights of some of the big changes we've made in response to your feedback over the last year:

A Universe of Enhanced Benefits

Universal Orlando is committed to providing world-class benefits that allow our Team Members to balance work and family lives. This year, we continued to enhance the benefits we offer. Highlights include:

- An all-new Parental Leave policy was introduced that offers eligible full-time Team Members which includes and includes paid and unpaid time off for primary and non-primary caregivers.
- We enhanced our military leave policy in support of our Team Members who take off and courageously serve our country on deployments or leaves with their Reserve Units
- The unused vacation policy was updated for non-exempt/hourly Team Members with unused time over 40 hours to be paid out.
- The Employee Assistance Program expanded to include all Team Member dependents.
- Free on-property tax preparation was offered.
- Team Members continue to be encouraged to Get Healthy! with health screenings, educational events, one-on-one health coaching, and more.

More Perks & Play to Show Our Appreciation

Universal Orlando continues to value and appreciate the contributions of our Team Members because it's all about you! Here are some of the initiatives recently introduced:

- The Team Member Comp Pass program was enhanced to offer 3-park access and eligible Team Members now receive "limited blockout" passes that allow you to share our resort with family and friends even more.
- UOTMS rolled out their new Mobile Van – bringing Team Member Services to you!
- UOTMS hosted its first-ever Team Member 5K!
- New Safety Buck redemption options were introduced with gas cards and UO gift cards added.
- Online reserved seating now offers convenient access to Team Member Sneak Peek Movies.
- Access to the application for Comcast Courtesy Rates is now available in an easy-to-use online form.

We Keep Growing and Growing!

We've recently opened our third park and as our resort continues to expand, so does our team and the need for additional Team Member facilities and space. Some of the projects include:

- Construction is underway for a new backstage building , B-2, that will be located next to Wardrobe and Gate 2 entrance. It will house phase 2 of our Wardrobe expansion, offices, training space, and will be a new home to TeamCare!
- We opened an all-new offsite warehouse at Beacon Park, built for the Entertainment Warehouse and Costume Fabrication teams.
- Exchange Drive Team Members welcomed the opening of the Exchange Café.
- A new Team Member grill will open at The Promenade late this year.
- Plans to open a back-of-house Starbucks have been confirmed with details coming soon!

Team Member Testimonials

Team Members across the organization took the time to share their stories of the impact that TSAT has had on them and their teams in the past year. From facility improvements, to recognition initiatives, to fostering Team Member career growth, departments all over Universal Orlando are making positive changes based on Team Member feedback and in turn, strengthening the company as a whole.

Here are just a few examples of the power of TSAT as voiced by real Team Members!

Andrew Carter Server, NBC Sports Grill & Brew™

What positive changes have occurred in your area over the last year?

As a result of our bi-weekly TSAT meetings, we've seen reallocation of duties amongst the Team Members, an evolution in the process of food running and bussing, changes to the menu and drink list, and much more.

What impact did these changes have on you and your team?

Our workload has been distributed more evenly, our processes have been made more efficient, and we've been able to help bridge the gap between the guests and the kitchen. There is definitely an increase in morale within our team.

TSAT matters to me because:

It's a really good way to hear an opinion that you don't really get to hear. This is a chance for us to polish what we have to say and present it in a formal setting. Since we've been able to do that, we've actually seen positive change.

There is definitely an increase in morale within our team. – Andrew Carter

I can completely see the changes as they are happening and I'm kept up-to-date with everything. – Melissa Charles

Melissa Charles Server, Bob Marley – A Tribute to Freedom℠

What positive changes have occurred in your area over the last year?

There have been many improvements to the venue – awnings for the courtyard tables, brand new A/C units upstairs, and electric carts to transport supplies to name a few. Our Team Member recognition has also been enhanced. We've made a point to give out more Applause and Way to Go cards to each other. Two Team Members were nominated for and won Bravo. I've also seen much stronger communication with our managers. We've always had an open-door policy, but now there is a more of a comfort level with our management. We have daily "huddles" where we're asked "Is there anything you feel could've gone better during your shift? What can we change for your next shift?" It's a cycle of continuous feedback and improvement.

What impact did these changes have on you and your team?

There is so much more structure – we're all on the same page. Everyone feels like they are truly a part of the team, and that our management truly sees what we are doing and has our best interests at heart.

TSAT matters to me because:

It gives Team Members a voice. I've worked with many other companies, but at Universal, they tell us "you have a voice and you have a direct line of communication with your management." I can completely see the changes as they're happening and I'm kept up-to-date with everything.

TSAT allows us to get our ideas out there and know that the company is able to see them. – Chris Rex

Chris Rex Actor, Entertainment

What positive changes have occurred in your area over the last year?

There have been improvements made to our costuming and equipment, a new team scheduling system to ensure diverse character rotations, and we are currently in the process of having our green room facilities enhanced.

What impact did these changes have on you and your team?

Frequently wearing heavy costumes in the Florida heat can be exhausting to Team Members, so seeing these changes occurring to make us more comfortable and more able to perform our roles is a morale booster for the team. We've been working very closely with our new area manager as well, which has helped with communication and voicing our input.

TSAT matters to me because:

As Team Members, we come up with ideas all the time, and we don't always know how to approach it. TSAT allows us to get our ideas out there and know that the company is able to see them.

Dennine Neal Office Coordinator, Creative (China Project Management)

What positive changes have occurred in your area over the last year?

Our TSAT Committee was split into three groups – Management, Live/Work, and Training. Being a member of the Live/Work committee, I've gotten to be a part of a lot of exciting events. The Live/Work committee has helped us get outdoor picnic tables, as well as adding board games to the break room for stress-relief and chances for co-workers to bond. Our Training Committee added "Learning Cubes" to our facilities. Each cube has a computer equipped with training software, including a program to learn Mandarin Chinese! The Management Committee has put together terrific "Lunch & Learn" sessions.

That impact did these changes have on you and your team?

It has given us the essence that our company is behind the Team Members' learning and thinking outside the box. We started with 90 people and from there have grown to 300. With the onboarding of so many new people, adding more activities has helped us to unify our growing team.

TSAT matters to me because:

It's nice to know that someone's listening, and it feels like management cares about you. It makes us feel like we're part of something bigger.

It [TSAT] makes us feel like we're part of something bigger. – Dennine Neal

Team Members are much more productive and loyal when we are satisfied with our role. – Steve Manry

Steve Manry Coordinator, Blue Man Group Sales

What positive changes have occurred in your area over the last year?

Earlier this year, the Youth Group Sales and Blue Man Group Sales Teams combined to become one team. Our TSAT representatives have done an excellent job of organizing team building activities. I even had the chance to plan and organize one of our team building activities in the spring! In addition, there's been a focus on growth and development within Park Sales. I've been able to participate in the Marketing & Sales Mentoring Program, lead a team to develop a proposal and presentation for senior leadership, and more. There is now also a library for Park Sales Team Members with book topics encompassing sales, teamwork, personal advancement, and workplace strategy recommended by members of our leadership team.

What impact did these changes have on you and your team?

Our team has a much better sense of unity and collaboration. I was able to network and collaborate with Team Members that I didn't usually work with in the past. It has helped me develop my leadership qualities and strategic decision making when faced with various opportunities. I've been sending and receiving more Say Its, and have been reading more books on leadership development and communication techniques.

TSAT matters to me because:

Team Members are much more productive and loyal when we are satisfied with our role. We provide world class service to our guests when we are happy and feel appreciated at work, and I believe it helps retain high quality Team Members and attract better candidates to the company.

When you have Team Members that feel pride in their work, they give you everything they've got. – Jorge Guzman

Jorge Guzman Team Captain, Toko Gifts (Loews Royal Pacific Hotel)

What positive changes have occurred in your area over the last year?

Fortunately, we have four action plans that came out of our TSAT over the last year, all of which were successfully completed by February. At Toko Gifts, we were able to address and complete the concerns that were identified. The store now has new flooring, lighting, painting, a second register was added, and there were changes to the merchandise variety. We've also invested more into the career growth of our Team Members – we have a Team Member who is now a Team Captain at Cabana Bay Beach Resort, we have a Team Captain that was sent through the DLT Program and just became a seasonal Assistant Manager in Islands of Adventure, and numerous other promotions.

What impact did these changes have on you and your team?

It not only changed the perception and happiness of the Team Members and how proud they are to work at Sapphire Falls and Royal Pacific Resort Universal Stores. The changes at Toko Gifts and Treasures of Bali have since nearly doubled the store's revenue! When you have Team Members that feel pride in their work, they give you everything they've got.

TSAT matters to me because:

As leaders, we care about the Team Members – how they feel, their opinions, and that they feel valued. We firmly believe that TSAT is a way to measure what your team needs and what steps need to be taken to provide your team with positive results.

I know we have made positive changes in our department as a result of TSAT. – Daphane Robinson

Daphane Robinson Accounts Payable Clerk, Finance

What positive changes have occurred in your area over the last year?

One of my favorite initiatives has been our quarterly Team Builders. The most recent was a barbecue, and it was a great chance for us to relax and get to know our co-workers and managers on a more personal level in a fun setting. Additionally, our management has made a great effort to listen to our viewpoints and what we have to say about our workload.

What impact did these changes have on you and your team?

We feel more relaxed and more appreciated. Having the opportunity to interact with one another outside of the office setting has taught us to better interact with each other at work. The various efforts of our management to engage us have changed the dynamic of our team and the way we work, because they've shown us that they really do care about us.

TSAT matters to me because:

It is our voice. Having worked here for 17 years, and seeing where we came from to where we are now, I know we have made positive changes in our department as a result of TSAT.

It's not just a survey – it's an ongoing process, and the management here takes our suggestions seriously. – Ramon Satram

Ramon Satram Attractions Attendant/Trainer, Skull Island: Reign of Kong™

What positive changes have occurred in your area over the last year?

The open communication with our managers has been fantastic. If I have a suggestion that could improve our operation, and I bring it to my management, their answer isn't "yes" or "no" – it's "let's try it and see what happens!" One of my suggestions was to reposition our Team Members in the exit of the queue line to more effectively collect the 3D glasses from guests, which significantly reduced the amount of glasses lost daily. I was recognized for my suggestion by receiving "Team Member of the Month." I am also in the process of becoming a Lead.

What impact did these changes have on you and your team?

I feel like, as a Team Member, my voice is heard. I love solving problems, and I love that Universal allows me the opportunity to do that. Being a part of this team has been one of the most rewarding experiences and I feel blessed to have that management and leads that I've had. I can honestly say I would not have achieved my new Lead position without the motivation of my management.

TSAT matters to me because:

It's not just a survey – it's an ongoing process, and the management here takes our suggestions seriously. I feel empowered to vocalize my concerns in my location, but for others who may not feel that way, it's a great way for Team Members to address those concerns and know that someone is going to read it. It shows that Universal cares about their Team Members.

What happens with the results of the TSAT Survey?

TSAT survey feedback reports are distributed to the management teams for each area or venue. Every department will have their own unique results, so it is up to managers and supervisors to determine the most appropriate way to review and use the information. There will be many different ways that the TSAT results are communicated to you, including shift/staff meetings, bulletin boards, memos and Town Hall meetings. Even more important than how the results are communicated is the commitment to taking action based on those results. After sharing the results with you and asking for clarification to determine the most important things to follow up on, leaders will make an Action Plan to document the steps they will take to make improvements and track progress.

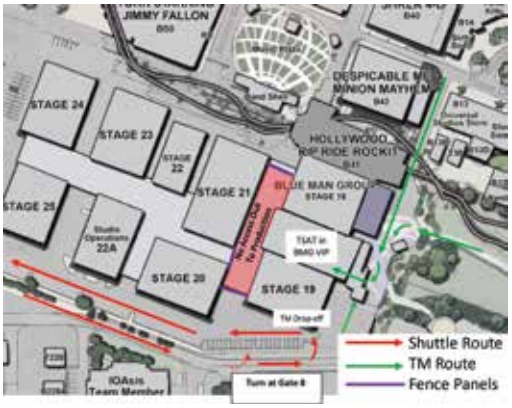
Who is responsible for creating Action Plans?

The TSAT Advocacy Group (TAG) that includes executives from across Universal Orlando is responsible for identifying and following up on TSAT focus areas that are "global" and important to all of us across our company. Also, each department or venue should have at least one representative that will drive the TSAT Action Planning efforts in their area. The TSAT Action Planning Process should be a collaborative effort of all the Team Members in a department. You should expect to be involved in an action planning meeting and focus groups to determine the most important action steps to follow up on the survey results.

Talk to your management today to learn how you can take part in the action to support satisfaction all year long!

2017 TSAT Survey Administration

Dates, Times, and Locations



Your Way-Finding Map to Blue Man Group VIP

ONLINE

Team Members can take the survey online at their desks or at a computer in their work location anytime between Monday, July 24 and Friday, August 11.

BLUE MAN GROUP VIP

Wednesday, July 26 – Wednesday, August 9
9:00am – 7:00pm DAILY

Sign Language Interpreters Available
Thursday, July 27.....9:00am – 1:00pm
Tuesday, August 1.....9:00am – 1:00pm
Friday, August 4.....9:00am – 1:00pm

Third Shift Team Members
Thursday, July 27.....10:00pm – 2:00am
Wednesday, August 2.....10:00pm – 2:00am

CITYWALK

EXTENDED HOURS
Saturday, July 29..... UNTIL 10pm
Friday, July 28 ..... UNTIL 11:00pm
Thursday, August 3 ..... UNTIL 10pm
Friday, August 4..... UNTIL 11:00pm

EXCHANGE DRIVE

EXECUTIVE CONFERENCE ROOM
Thursday, July 27.....9:30am – 12:30pm
Tuesday, August 1.....2:00pm – 5:00pm

VOLCANO BAY

BUILDING B390
Friday, July 28 – Wednesday, August 9
9:00am – 7:00pm DAILY

TSAT2017 Begins Next Week!

Help Us Build a **Better Universe!**

We Are Award-Winning!

Universal's Islands of Adventure™ Chosen Best Theme Park in the World for the Third Year in a Row by TripAdvisor!

TripAdvisor® recently announced the winners of its Travelers' Choice™ awards for Amusement Parks and Water Parks. The votes are in, and Universal's Islands of Adventure™ is number one worldwide for the third consecutive year!

Winners were chosen based on millions of reviews and opinions from the world's largest travel community. This recognition a second time is a fantastic achievement as we continue to pursue our vision to be recognized as the number one entertainment destination in the world!

Universal Orlando Resort Offerings Honored with Awards from Theme Park Insider

Each year, Theme Park Insider honors their readers' favorite theme park attractions, restaurants, and hotels. Universal Orlando Resort was recognized with the following in the 16th Annual Theme Park Insider Awards:

Best New Roller Coaster
Krakatau Aqua Coaster, Volcano Bay

Best New Theme Park
Universal's Volcano Bay™

Best Hotel
Loews Portofino Bay Hotel

UNIVERSAL ORLANDO™

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